

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, DC 20554

Received & Inspected

NOV 23 2012

FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am writing in response to the Federal Communication Commission's request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am very concerned that the changes being considered by the FCC will destroy a program that is vitally important to people who are deaf and hard-of-hearing.

I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard-of-hearing to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf. With VRS they can do the things we take for granted – make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name



Title, if appropriate

Address

7797 Palisades Ave. NE, Osage, MN

Telephone Number

763-441-4868

No. of Copies rec'd
Lib. AC005

0

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, DC 20554

Received & Inspected

NOV 23 2012

FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am writing in response to the Federal Communication Commission's request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am very concerned that the changes being considered by the FCC will destroy a program that is vitally important to people who are deaf and hard-of-hearing.

I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard-of-hearing to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf. With VRS they can do the things we take for granted – make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name Mary L. Schmittziel

Title, if appropriate _____

Address 3224 Libby Lane, Minneapolis, MN. 55127

Telephone Number _____

No. of Copies rec'd 0
List ABCDE

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, DC 20554

Received & Inspected

NOV 23 2012

FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am writing in response to the Federal Communication Commission's request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am very concerned that the changes being considered by the FCC will destroy a program that is vitally important to people who are deaf and hard-of-hearing.

I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard-of-hearing to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf. With VRS they can do the things we take for granted – make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name

David J. Lindberg
S.A.T

Title, if appropriate

Address 200 S 5th St. Mpls Mn 55402

Telephone Number

866-204-9473 EX 1402809

No. of Copies rec'd 0
List ABCDE

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, DC 20554

Received & Inspected

NOV 23 2012

FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am writing in response to the Federal Communication Commission's request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am very concerned that the changes being considered by the FCC will destroy a program that is vitally important to people who are deaf and hard-of-hearing.

I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard-of-hearing to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf. With VRS they can do the things we take for granted – make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name Matthew Rehne

Title, if appropriate _____

Address 1332 45 1/2 Ave NE, Col. Hqts. MN 55421

Telephone Number (612) 306-1077

No. of Copies rec'd 0
List ABCDE

Received & Inspected

NOV 23 2012

FCC Mail Room

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street SW
Room TW-A325
Washington, DC 20554

CG Docket Nos. 03-123 and 10-51

Re: Video Phone and Video Relay Service

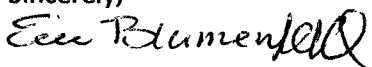
I am writing to provide my concerns to the Federal Communications Commission (FCC) about the Video Relay Service program.

I am deaf. If the FCC removes the Video Relay Service program, how am I going to reach hearing people a.k.a. supervisor, doctors, attorney, family, 911 and more without a skilled interpreter? If I have to switch to a computer with a web cam, it won't be successful because computers often freeze and have to be rebooted. Picture and speed quality is fair to poor and can cause delay with 911 due to slow communication motion and no interpreter. Only Video Phone has good quality and clear motions without any major glitches. I am very comfortable with Video Phone more than TTY (Telecommunication for the Deaf device) since the Video Phone provides more clear and understandable communication for the deaf.

I am concerned and alarmed that the FCC is considering changing the VRS program. I am comfortable with Sorenson Communications since they provide new and better technology for the deaf. If the FCC decided to remove the Video Phone program, how will deaf and hard of hearing people make calls and communicate with hearing people?

I am deaf and I have a voice that deserves to be heard by me. Please do not remove or make changes to a program that 1 million deaf people rely on regularly. It will be harmful for all that they wish to communicate to, including their family.

Sincerely,



Eric Blumenfeld
2808 Hilldale Ave NE
Minneapolis, MN 55418
VRS Number: 612-424-4198

CenturyLink
200 South 5th Street
7th Floor
Minneapolis, MN 55402
TTY Number: 612-333-1334

No. of Copies rec'd 0
List ASCDE

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, DC 20554

Received & Inspected

NOV 23 2012

FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am writing in response to the Federal Communication Commission's request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am very concerned that the changes being considered by the FCC will destroy a program that is vitally important to people who are deaf and hard-of-hearing.

I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard-of-hearing to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf. With VRS they can do the things we take for granted – make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

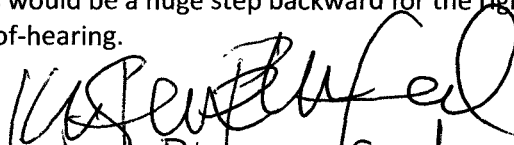
The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name


Kristen Blumenfeld

Title, if appropriate

Address 2808 Hilldale Ave, MPLS, MN 55418

Telephone Number 612-296-6444

No. of Copies rec'd
Lit: ABCDE

0

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, DC 20554

Received & Inspected

NOV 23 2012

FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am writing in response to the Federal Communication Commission's request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am very concerned that the changes being considered by the FCC will destroy a program that is vitally important to people who are deaf and hard-of-hearing.

I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard-of-hearing to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf. With VRS they can do the things we take for granted – make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name HANK SCHILLER - FATHER OF DAUGHTER - LOREAL

Title, if appropriate G.M. VICTORIA CLUB -

Address 2807 WYOMING CITY, RIVERSIDE, CA 92506

Telephone Number 951-212-4600

No. of Copies rec'd 0
List ABCDE

Stanley & Judy Miller
12706 SE Riveridge Dr
Vancouver, WA 98683

November 14, 2012
Federal Communications Commission
445 12th Street SW
Washington, DC 20554
Dear Julius Genachowski, Chairman
CG Docket Nos. 03-123 and 10-51

Received & Inspected

NOV 23 2012

FCC Mail Room

We are writing to provide our comments on the FCC's Public Notice on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates."

We are deaf and VRS is how we stay in touch with our family and friends who are not deaf. We are sure hearing people don't think about what it means to be able to pick up the phone and call anyone any time or anywhere they want. But for us, this means everything. VRS has changed our life.

We are alarmed the FCC is proposing to dramatically change the VRS program. Why is the FCC going out of its way to fix something that isn't broken?

We think there are two crucial reasons to keep the current VRS system in place.

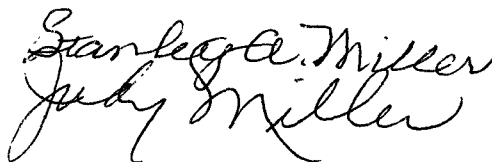
First, we like the company we do business with. We don't want to be forced to switch companies because the one we work with has gone out of business.

Second, We don't want to have to buy and set up our own VRS equipment. We got our equipment at no cost from our VRS provider. They installed it and continue to maintain it. It would be unfair to now shift this burden to us and other deaf people. If the government wants to prevent deaf people from connecting with others and using VRS, this is a good way to do it.

The VRS program works for people who are deaf. It's how we communicate every day with the hearing world and how the hearing world communicates with us. Any changes to the program must be in the best interest of deaf Americans. The changes being considered by the FCC are not. we hope that you will help prevent these changes from taking place.

Sincerely yours,

Stanley & Judy Miller

Handwritten signatures of Stanley & Judy Miller in cursive script.

NOV 23 2012

FCC Mail Room

Dear Federal Communication
Commission ,

I must have the video phone that I
mostly use to call my doctors and etc
because I have diabetics that I need it
very much . Do not do the way to
interpreter which they has been interpret.
One thing that they should have
professional national certified interpreter
to work on video phone . Please keep
Sorenson VRS for deaf who need it very
much as we do.

Sincerely ,

Mary A. Nichols

Frederick A Nichols

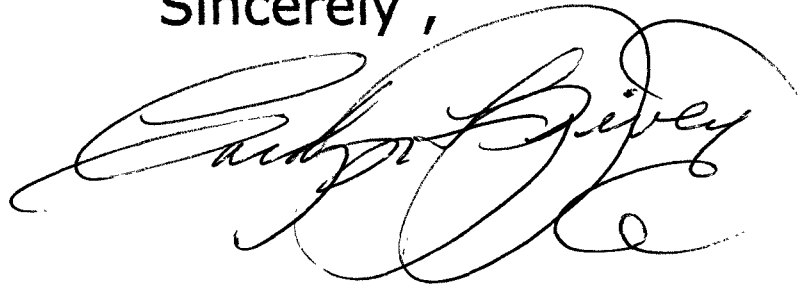
NOV 23 2012

FCC Mail Room

Dear Federal Communication
Commission ,

I must have the video phone that I mostly use to call my doctors and etc because I have diabetics that I need it very much . Do not do the way to interpreter which they has been interpret. One thing that they should have professional national certified interpreter to work on video phone . Please keep Sorenson VRS for deaf who need it very much as we do.

Sincerely ,

A handwritten signature in cursive script, appearing to read "Carolyn Bivrey". The signature is fluid and stylized, with large loops and a long horizontal stroke at the end.